Approved SETB Training Courses

- ***Communication courses <u>not</u> on the SETB approved list taking place in Massachusetts, Maine, New Hampshire, Connecticut and Rhode Island:*** Vendor fees, mileage, reasonable lodging, overtime and backfill overtime to attend or sponsor courses pertinent to 9-1-1 Telecommunications may be reimbursed from the PSAPs training grant allocation. A written request from the PSAP authorized training grant signatory must be made indicating the sponsor of the course, vendor name, course curriculum, course location and course cost, via email to the Director of Programs at least thirty (30) days prior to the course for approval. Confirmation of approval or denial will be sent back to the PSAP within ten (10) business days of the request.

- ***Approved SETB Communication courses being offered in Maine, New Hampshire, Connecticut and Rhode Island:*** Vendor fees, mileage, reasonable lodging, overtime and backfill overtime while attending approved SETB courses being held in New England may be reimbursed from the PSAPs training grant allocations. A written request from the PSAP authorized training grant signatory must be made indicating the sponsor of the course, vendor name, course curriculum, course location and course cost, via email to the Director of Programs at least thirty (30) days prior to the course for approval. Confirmation of approval or denial will be sent back to the PSAP within ten (10) business days of the request.

- ***Communications courses outside of New England:*** Courses for 9-1-1 Telecommunicators, Communications Supervisors and Managers must be approved by the full Statewide Emergency Telecommunications Board (SETB). The PSAP authorized training grant signatory shall submit a written request via email to the Director of Programs. The email shall include the estimated backfill/overtime cost, sponsor of the course, vendor name, course curriculum, course location, course cost, course travel cost (air fair etc) and an estimate of the lodging cost. The request must be made at least three (3) months prior to the course so that it can be presented by the Director of Programs at a full board meeting for a decision. Only upon approval of the full Board, will the PSAP be authorized for reimbursement from their training grant allocation.

- ***Products and Software -*** Software and products pertinent to 9-1-1 communications not offered on the SETB vendors list (<u>i.e.</u>, skill and ability testing software for prescreening candidates for employment) may be purchased after the PSAP authorized training grant signatory submits a written request via email to the Director of Programs. The email shall include the name of the product, vendor cost and explanation on how the product will be used. Confirmation of approval or denial will be sent back within ten (10) business days of the request. All approved request will be allowable for reimbursement through the PSAP training grant allocation.

- *SETB Enhanced 9-1-1 Equipment Training* – Conducted at approved SETB training facilities.

- *SETB Administrative Equipment Courses* - Conducted at approved SETB training facilities.

- *Public Safety Communications Academy (PSCA)* *(five weeks)* Scheduled by SETB at various locations through out the state. SETB responsible for vendor *fees.*

The SETB will schedule and fund various courses using the state vendors listed below. Primary PSAPs may also schedule and purchase from the vendors on this list but may also choose to use other vendors that offer courses, certifications, and software that are pertinent to 9-1-1 communications. However, prior approval for courses, software and all other products not listed below must first be approved by the Director of Programs.

- **Approved Vendors**

    APCO
    All APCO training course certifications, training materials, web based training certifications, call handling guide cards, call handling software
    apco@apcointl.org
    888.272.6911

    PowerPhone, Inc.
    All PowerPhone training course certifications, training materials, web based training certifications, call handling guide cards and call handling software.
    www.powerphone.com
    Toll Free: 1.800.537.6937

    Priority Dispatch Corporation
    All Priority Dispatch training course certifications, training materials, web based training certifications, call handling guide cards and call handling software.
    www.prioritydispatch.net
    800.363.9127

Pubic Safety Group

All Public Safety Group training course certifications, training materials, web based training certifications, call handling guide cards and call handling software.

tharrison@publicsafetygroup.com
877.794.9389

Public Safety Communication Management Services

All PSCMS training course certifications, training materials, web based training certifications, call handling guide cards and call handling software.

info@pscms.net
303.948.7900

Note: *Additional vendors meeting the SETB RFR guidelines may be added periodically.*